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**Duke, Daphne**

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**From:** Tyler, Terrance M [Terrance.Tyler@chartercom.com]  
**Sent:** Friday, January 21, 2011 4:40 PM  
**To:** CLECreport  
**Cc:** tallen@regstaff.sc.gov; Tyler, Terrance M  
**Subject:** Service Quality Rpt 4QT  
**Attachments:** CF SC-CCO CLEC Service Quality Quarterly Rpt4Q 2010 NP.docx; CF SC-CCO CLEC Service Quality Quarterly Rpt 4Q10 (3).docx

As required by R. 103-614, 618,619,661 and 663 attached is the Non-Proprietary and Confidential versions of the 4<sup>th</sup> quarter 2010 reports for Charter Fiberlink SC-CCO, LLC. If you have any questions regarding this report please contact me directly at the number listed below.

Thanks

Terry  
314-543-2437

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# NON-PROPRIETARY

## SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

### **SOUTH CAROLINA OPERATIONS**

COMPANY NAME

Charter Fiberlink SC-CCO, LLC

QUARTER / YEAR

4Quarter / 2010

Month:

April

May

June

Number of Customer Access Lines

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Trouble Reports / Access Line (%)

\_\_\_\_\_%

\_\_\_\_\_%

\_\_\_\_\_%

Customer Out of Service Clearing Times (%)

\_\_\_\_\_%

\_\_\_\_\_%

\_\_\_\_\_%

New Installs Completed w/in 5 Days (%)

\_\_\_\_\_%

\_\_\_\_\_%

\_\_\_\_\_%

Commitments Fulfilled (%)

\_\_\_\_\_%

\_\_\_\_\_%

\_\_\_\_\_%

Comments / Explanations: \_\_\_\_\_

\_\_\_\_\_

Person Making Report / Contact Information: Betty J. Sanders, Director Regulatory Affairs, email: CFL.Regulatory@chartercom.com, ph: 314-288-3259, fax: 314-288-3555